

# INFORMATION EXCHANGE

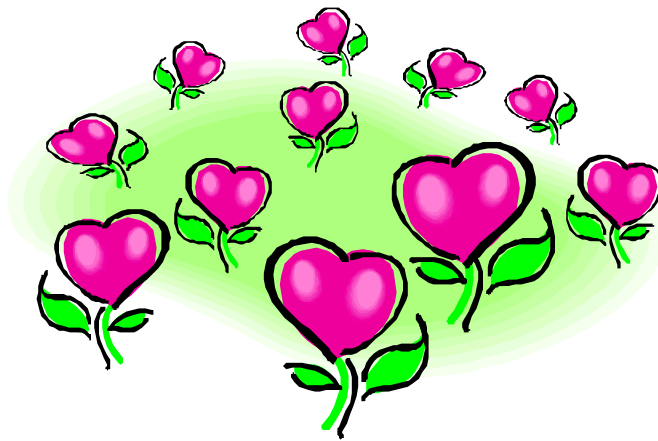
February 2002

## Resources for Workforce Development Programs

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## The Employment Training Network



### Our Services Will Hearten You!

The Employment Training Network (ETN) staff is committed to providing the help necessary for your Workforce Investment Act (WIA) programs' success. You'll love what we can do for you!

Whether you need assistance with a program you are currently operating or starting up something new, the ETN is here to help. Most recently we have provided: Strategic planning, stress management, team building techniques, train-the-trainer, Internet job search, forming partnerships and Youth Council enhancement.

Are you heartbroken because you can't find resources to help you improve your WIA program? We have a lending library with current materials on topics such as: Life skills, Job search, Mentoring, and many others. Please see Page 6 for a listing of our latest resources.

If you are having trouble resolving issues with your WIA program, don't lose heart! We will reimburse travel expenses associated with visiting another program to learn how others may be resolving issues similar to yours.

Please call Diane Coad at (916) 654-8896 if you are interested in obtaining these services at little or no cost to your agency - a sweetheart of a deal!



ASSOCIATION OF CALIFORNIA SCHOOL ADMINISTRATORS

## Workforce Development Update

The Capacity Building Unit (CBU) of the Employment Development Department Workforce Investment Division (EDD/WID) is offering a variety of classes to assist you in the successful operation of your Workforce Investment Act (WIA) program.

***You Talkin' To Me?*** - This fun-filled communication skills workshop is appropriate for anyone working at a One-Stop Career Center who has direct customer contact. Topics include: Giving clear instructions, maximizing comprehension, using active listening, and giving feedback. Local Workforce Investment Areas (LWIAs) interested in hosting this class may contact Becky Maucieri at (916) 657-0210 or e-mail [bmaucier@edd.ca.gov](mailto:bmaucier@edd.ca.gov).

***One-Stop Two Step*** - This workshop offers a creative way to learn about the structure of workforce development, state and local programs, networking skills, multi-tasking, community involvement and available resources. LWIAs interested in hosting this workshop may contact Sharon McFarland at (916) 654-9213.

***Developing Youth Advisory Groups in Your Community*** - Designed for WIA Youth Council members, Workforce Investment Area staff, youth service providers and other practitioners who wish to empower youth to take responsibility for making a difference in themselves and their communities. LWIAs interested in hosting this workshop may contact Terri Angelo at (916) 653-4471 or e-mail [tangelo@edd.ca.gov](mailto:tangelo@edd.ca.gov).

***WIA Youth Performance Management Workshop*** - This one-day course covers the seven youth program core measures and the two Customer Satisfaction performance measures prescribed under the WIA. The emphasis of this course is to provide youth program practitioners and supervisory staff with information that will assist them in developing effective service strategies.

***WIA Adult and Dislocated Worker Performance Management Workshop*** - This one-day course covers the eight Adult and Dislocated Worker core measures, and the two Customer Satisfaction performance measures prescribed under the WIA. If you are interested in hosting either of these workshops, please contact Rick Record at (916) 653-5244 or e-mail [hrecord@edd.ca.gov](mailto:hrecord@edd.ca.gov).

***Retention = Success!*** - This one-day workshop is designed for one-stop staff who wish to learn new skills and tools that can be incorporated into their daily routine to promote and increase job retention and self sufficiency. Participants will

practice various exit strategies and review follow-up, re-employment and career advancement best practices for incumbent workers. LWIAs interested in hosting this workshop may contact Desi Hayhurst at (916) 654-8282 or email [dhayhurs@edd.ca.gov](mailto:dhayhurs@edd.ca.gov).

***Customer Service in a WIA One-Stop Center*** - This one-day workshop is designed for line staff and management. Topics include: What Is Customer Service?; Customer Satisfaction Goals; That's Not My Job: Your role in customer service; Internal/External Customers: How does service differ?; and How to Defuse Anger: Practical tools. LWIAs interested in hosting this workshop may contact Karen Ronshausen at (916) 653-5350 or email [kronshau@edd.ca.gov](mailto:kronshau@edd.ca.gov).

For a complete listing of CBU classes visit: [www.edd.ca.gov/wiacat.htm](http://www.edd.ca.gov/wiacat.htm). If you would like to attend a CBU class, please call the host contact person listed on the Training Calendar located at: [www.edd.ca.gov/wiacal.htm](http://www.edd.ca.gov/wiacal.htm).

**NOTE:** Be sure to attend *Developing Youth Advisory Groups in Your Community* and *WIA Youth Performance Management* presented by CBU staff at the February 5-7, 2002, California Workforce Association's Youth Conference in Palm Springs.

## MARK YOUR CALENDARS!

### California Youth Council Institute (YCI)

*Youth Practitioners' Meeting*

Palm Springs-February 5, 2002

[www.nwww.org/yci](http://www.nwww.org/yci)

### 3rd Annual National Summit On Partnerships,

### Contracts & Grants for Social Services

San Diego-February 6-8, 2002

[www.calworkforce.org/calendar.tpl](http://www.calworkforce.org/calendar.tpl)

### California Workforce Association (CWA)/Larry

**Robbin & Associates** - *How to be Successful with the Hard to Employ*

Sacramento-February 28, 2002; Fresno-March 5, 2002

Los Angeles-May 7, 2002

[www.calworkforce.org/calendar.tpl](http://www.calworkforce.org/calendar.tpl)

### California Workforce Association (CWA) - 11th Annual Spring Conference - *Throw the House Out the Window -*

*Eche la Casa Por la Ventana*

San Diego-April 2-4, 2002

[www.calworkforce.org/calendar.tpl](http://www.calworkforce.org/calendar.tpl)

## Success Story

### Certified Caregivers Graduate from WIA-Funded Program - A Remarkable Success Story!

The ceremony was traditional, but the event was the first of its kind when 13 new certified nurse assistants (CNA) for whom English is a second language, graduated on January 25 from training at Magnolia Special Care in San Diego County.

In a tradition used in nursing class graduations since the time of Florence Nightingale, each graduate lit a candle from a common source, symbolizing their commitment to care, and the group recited the nurse's code.

Graduates received certificates of achievement from the office of Governor Davis and from the San Diego County Board of Supervisors, represented by County Supervisor Diane Jacob who attended the ceremony.

What makes these graduates different is that their training under the California Association of Health Facilities (CAHF) Nurse Assistant Training program was funded utilizing a Workforce Investment Act (WIA) 15% Discretionary Funds grant, awarded in early 2001.

The program will train at least 90 CNAs, utilizing a "work-first," "earn-while-you-learn" training model, under which candidates are paid upon their enrollment in training. Employers contribute approximately 60 percent of the total program cost for training. Upon graduation, candidates can help ease the

severe shortage of CNAs – 20,000 or more statewide and 1,500 in San Diego County alone.

The English-as-a-second-language nurse-assistant (ESLNA) program is a component of the grant and is intended to serve as a demonstration project. The program targets candidates with low English literacy, teaching them vocational English concurrently with their nurse assistant training.

The ESL NA program was conducted at Magnolia Special Care, a CAHF member, skilled-nursing facility in El Cajon, and owned by Kennon S. Shea and Associates. The program represents the culmination of a two-year development process involving Kennon S. Shea and the Grossmont-Cuyamaca Community College District.

CAHF intends to run two additional ESL NA courses in the San Diego area under the 15% grant. CAHF is working to develop the program curriculum into a format that can be replicated throughout the state, and is planning to establish additional demonstration sites in the Bay area and Los Angeles. Program results will be shared with the Community College System and the California Workforce Investment Board.

For additional information, please contact Ken Merchant, (916) 441-6500, ext. 102, e-mail [kmerchant@cahf.org](mailto:kmerchant@cahf.org).

## Grant Funds Available

### Grants Announced for Migrant Seasonal Farmworker Youth

The Department of Labor, Employment and Training Administration (DOL/ETA), is making available \$10 million in competitive grant funds for up to 15 projects to provide services to Migrant Seasonal Farmworker (MSFW) youth. The availability of the funds is authorized in Section 127(b)(1)(A)(iii) of the Workforce Investment Act (WIA). Entities eligible to apply must have the experience and capacity to serve MSFW youth, knowledge of the geographic area to be served, and appropriate legal status to enter into agreements with DOL. Examples include nonprofit corporations and units of state and local government. The closing date for applications is 4 p.m. Eastern Standard Time on February 15, 2002.

Application instructions may be found at the DOL/ETA homepage: [www.doleta.gov](http://www.doleta.gov).

## Worthy Web Sites

**[www.edd.ca.gov/one-stop](http://www.edd.ca.gov/one-stop)** - This newly updated California One-Stop Career Center System web site contains an abundance of information including links to CalJOBS, America's Job Bank, and Experience Unlimited, as well as a comprehensive listing of One-Stop Centers.

**[www.bls.gov/oco/cg/home.htm](http://www.bls.gov/oco/cg/home.htm)** - The Career Guide to Industries provides information on available careers by industry, including the nature of the industry, working conditions, employment, occupations in the industry, training and advancement, earnings and benefits, and employment outlook.

**[www.Bookstore.gpo.gov/market/01-58.html](http://www.Bookstore.gpo.gov/market/01-58.html)** - Developed by the U.S. Department of Labor's (USDOL) Occupational Information Network (O\*NET) team, these assessment/counseling tools were designed to help workers plan and determine their career options.

## Local Area Awards and Activities

### Anaheim WIB - High Tech Career Exploration for Youth with Disabilities

The Anaheim Workforce Investment Board (WIB) has been awarded a \$50,000 grant from the U.S. Department of Labor to implement a High School/High-Tech Demonstration Program designed to promote career exploration in the high-tech field among youth with disabilities.

In partnership with the North Orange County Regional Occupation Program, Anaheim Union High School District, Department of Rehabilitation and the Braille Institute, the WIB has launched a pilot program that will enhance opportunities for youth with disabilities to enter high-tech/high wage occupations. The program design incorporates the Workforce Investment Act (WIA) ten (10) youth program elements including occupational skills training in either computer operations or computer repair, adult mentors, tutoring, leadership development, paid or unpaid internships and unsubsidized summer employment.

Under the direction of the Anaheim Youth Council, the High School/High-Tech program will provide the guidance and instruction that will enable youth with disabilities to make an informed choice regarding high-tech occupations. The goal of the program is to direct the youth toward post-secondary education and/or unsubsidized employment that will lead to subsequent self-sufficiency.

For more information on this program, please contact Rita L. Slayton at (714) 765-4348 or e-mail at [rslayton@anaheim.net](mailto:rslayton@anaheim.net)

### NOVA Receives Grant to Train For Information Technology Jobs

The U.S. Department of Labor has awarded a grant in the amount of \$2,995,892 to the North Valley (NOVA) Workforce Board to provide high-level training to employed and unemployed workers for jobs in occupations where skill shortages exist. As the demand for high-tech workers has grown, companies have increasingly been turning to foreign countries, importing highly skilled workers under the H-1B visa program to fill the gap. The user fees paid by employers seeking highly skilled foreign workers under the H-1B visa program support this H-1B Technical Skill Training grant.

"The goal of this training grant is to prepare American workers for these same high skill jobs, reducing the dependence on foreign labor," said NOVA Director Mike Curran. "This grant helps us and our partners open up opportunities for local residents to train or retrain in a high-tech career that has a lot of career ladder potential."

The NOVA grant will be used to assist both employed and unemployed workers. The project will provide entry level skills for those starting out in the information technology field, build valuable systems administration skills for those with more extensive experience, and also provide instruction in advanced topics for those with established careers in order to move them further up the career ladder.

For more information contact NOVA at (408) 730-7232 or visit their web site at [www.novaworks.org](http://www.novaworks.org).

### SELACO Opens Childcare Centers Funded through Dept. of Education Contract

In early December, Ismael Moreno, Management Analyst for the City of Artesia, Cecilia Rodriguez, Child Care Coordinator and Southeast Los Angeles County (SELACO) Workforce Investment Board (WIB) Executive Director, Bill R. Plaster took part in the installation commencement of the Child Development Center at Padelford Park, Artesia, California. The park is located in a residential area and provides the outdoor environment of a community park, where the children can play in the play area.

Upon completion, 96 children will be enrolled. This center is part of nine Child Development Centers that SELACO WIB is developing throughout Los Angeles County, funded through a contract with the California Department of Education. SELACO WIB has selected the highly qualified Quality

Children's Services (QCS) to operate the centers, which will provide preschool children between the ages of 3 and 5 with critical preschool educational programs based on the Montessori model. The curriculum will enable and encourage children to experience the excitement of learning by helping them develop natural abilities and cultivate new interests as a means to promoting a life-long hunger for knowledge.

Staff is currently recruiting local eligible families from throughout the City of Artesia.

For more information, please visit [www.selaco.com](http://www.selaco.com) and click on to Day Care Facilities. Or, contact Lillian Flores, Manager, Communications and Marketing (800) 481-6555.

## Resources for Persons with Disabilities

### DOR/EDD to Provide Training and Access Aids for LWIA and One-Stops

The Department of Rehabilitation (DOR) and Employment Development Department (EDD) have entered into an interagency agreement to conduct training and to provide technical assistance for local Workforce Investment Areas (LWIA) and One-Stop Career Centers to ensure that accessible services are available statewide for persons with disabilities.

This cooperative effort is funded through an award of \$1.4 million from the Governor's 15% Workforce Investment Act (WIA) Discretionary Funds. An allocation of \$900,000 of these funds will be used for Training and Technical Assistance. An additional \$500,000 will be used to obtain interpreters, closed captioned services, Braille transcription and other assistive technologies within the local one-Stop Centers. Notification regarding the availability of these funds was recently announced by EDD (see below).

The DOR's Americans with Disabilities Act (ADA) Technical Assistance Section will provide over 100 training sessions

addressing issues such as "Disability Sensitivity and Awareness", "Disability Employment Law", "Program Access and Evaluation" and "Physical Accessibility—Fair Employment and Housing Act (FEHA) and the ADA". These training sessions and additional technical assistance will be made available to the entire Workforce Investment System including One-Stop operators, Local Workforce Investment Boards and other partner agencies.

Additionally, two ADA-WIA Accessibility Consultants will be available through the Department of Rehabilitation. They are: Stephen Amezcua (916) 263-8664, email: [samezcua@dor.ca.gov](mailto:samezcua@dor.ca.gov), and Sandra Frey (916) 263-3037, email: [sfrey@dor.ca.gov](mailto:sfrey@dor.ca.gov).

WIA entities wishing to schedule training or a site survey may do so by contacting: Dee Whitecotton (916) 263-0597, email: [Dwhiteco@dor.ca.gov](mailto:Dwhiteco@dor.ca.gov). For additional information on the DOR, please visit their web site at [www.dor.ca.gov](http://www.dor.ca.gov).

### EDD Announces Funds for Universal Access

As stated above, through the collaborative efforts of the DOR and EDD, approximately \$500,000 of the Governor's WIA Discretionary Funds is now available to assist LWIAs in ensuring universal access to services for persons with disabilities. The California Workforce Investment Board (CalWIB) recognizes and supports the need for these additional resources which will provide funds for the purchase or acquisition of auxiliary aids and services for

new, expanded or enhanced program access within the local One-Stop service delivery system.

Instructions for requesting funds may be accessed by visiting [www.edd.cahwnet.gov/wiainbu.htm](http://www.edd.cahwnet.gov/wiainbu.htm) and selecting [WIAB01-74](#).

Requests for funding will be accepted until 5:00 p.m. on February 28, 2002.

## Labor Market Information

### Find Just the Right Job – In the Movies!

The California Occupational Information Coordinating Committee (COICC) has developed an innovative career exploration tool – the *Golden State Career Video CD*.

What makes this career tool different from all the others? It's the mini-movies showing people on the job, performing the job duties for almost 200 various careers! You can also hear details about the job, including the skills, training and education, and physical requirements necessary for performing the job.

The CD also contains occupational descriptions that are compliant with Workforce Investment Act (WIA),

Department of Rehabilitation and other guidelines, as well as associated wages compiled from California State surveys with links to local wages.

The latest job openings can also be accessed from links to the Employment Development Department's CalJOBS and America's Job Bank.

To obtain a copy of the *Golden State Career Video CD* (also available in Spanish) please contact Charlseay Cartwright, Executive Director, COICC by phone at (916) 323-6544 or email [coicc@cwo.com](mailto:coicc@cwo.com).



# Check It Out!

The resource materials listed below are available for loan from the ETN library. Please call (916) 654-8386 with your requests.

## TIME MANAGEMENT

*The Everything Time Management Book, How to Get It All Done and Still Have Time For You!*, Adams Media Corporation (J2151)

## MENTORING

*A MentorActive Approach to Reclaiming Youth At Risk*, National Educational Service (Trainer's kit: Audio cassette tapes & study guides) (J2152-CA)

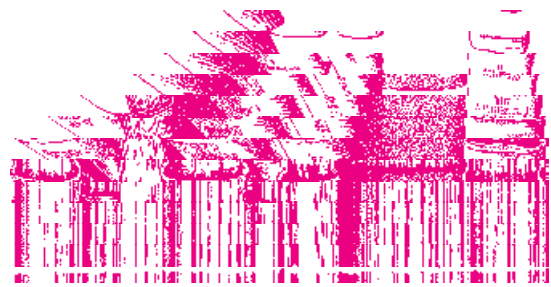
## JOB CORPS



*National Job Corps Study: Impacts by Center Characteristics*, U.S. Department of Labor, Employment and Training Administration (J2153)

*National Job Corps Study: Assessing Program Effects on Earnings for Students Achieving Key Program Milestones*, U.S. Department of Labor, Employment and Training Administration (J2154)

*National Job Corps Study: The Benefits and Costs of Job Corps*, U.S. Department of Labor, Employment and Training Administration (J2155)



## JOB SEARCH

*Networking and Interviewing for Jobs*, JIST Publishing (J2112)

## YOUTH

*14 Points, Successfully Involving Youth In Decision Making*, Youth On Board (J2113)

*Tips From Young People On Good Youth/Adult Relationships*, Youth On Board (J2114)

*Leading A Youth Worker Resource Group*, Youth On Board (J2115)

*Listening To Young People*, Youth On Board (J2116)

*Get the Word Out!*, Youth On Board (J2117)

*At the Table: Youth Voices In Decision Making, Discussion Guide*, Innovation Center for Community and Youth Development, National 4-H Council (Video & Guide) (J2118-AV)

*Understanding and Supporting Young People*, Rational Island Publishers (J2119)

## LIFE SKILLS

*Anger Is Not An Emotion*, Be You Inc. (J2123)

## MANAGEMENT

*1,001 Ways to Energize Employees*, Workman Publishing (J2124)

*1,001 Ways to Reward Employees*, Workman Publishing (J2125)

## FEBRUARY 2002

Monday	Tuesday	Wednesday	Thursday	Friday
				1
4	5 <div> <b>Youth Council Institute (YCI)</b>  <i>Youth Practitioners' Meeting</i>  <i>Palm Springs -</i>  <a href="http://www.nwww.org/yqi">www.nwww.org/yqi</a> </div>	6	7	8
	<div> <b>WIA Administrative Requirements</b>  <i>Suisun-(707) 863-3505</i> </div>	<div> <b>SOLD OUT</b>  <b>CWA Annual Youth Conference</b>  <i>All Youth...One System</i>  <i>Palm Springs-<a href="http://www.calworkforce.org/calendar.tpl">www.calworkforce.org/calendar.tpl</a></i> </div>	<div> <b>3rd Annual Natl Summit on Partnerships</b>  <i>San Diego-<a href="http://www.calworkforce.org/calendar.tpl">www.calworkforce.org/calendar.tpl</a></i> </div>	
11	12	13	14	15
			<div> <b>WIA Performance Management-Adult</b>  <i>San Jose-(408) 977-7031</i> </div>	<div> <b>WIA Performance Management-Youth</b>  <i>San Jose-(408) 977-7031</i> </div>
18	19	20	21	22
		<div> <b>WIA Performance Management-Adult</b>  <i>Sacramento-(916) 263-3852</i> </div>	<div> <b>WIA Administrative Requirements</b>  <i>San Bernardino County-</i>  <i>(909) 381-7981</i> </div>	
25	26	27	28	
	<div> <b>WIA Performance Management-Youth</b>  <i>Los Angeles-(323) 564-1431 x335</i> </div>		<div> <b>CWA/Larry Robbin &amp; Assoc.</b>  <i>How to be Successful with the Hard to Employ</i>  <i>Sacramento -</i>  <a href="http://www.calworkforce.org/calendar.tpl">www.calworkforce.org/calendar.tpl</a> </div>	
	<div> <b>WIA Administrative Requirements</b>  <i>Lancaster-(661) 722-6300x6020</i> </div>			

\*Training in shaded boxes conducted by the Capacity Building Unit - [www.edd.ca.gov/wiacal.htm](http://www.edd.ca.gov/wiacal.htm)



**EMPLOYMENT TRAINING NETWORK**

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**THE EMPLOYMENT TRAINING NETWORK**  
*Resources for Workforce Investment Act (WIA) Programs*

*Information Exchange* is published monthly by the Employment Training Network under the auspices of the Association of California School Administrators (ACSA), Foundation for Educational Administration (FEA). Funding is provided by the Employment Development Department, Workforce Investment Division (EDD/WID). The contents of this newsletter do not necessarily reflect the position and/or policy of the EDD/WID or ACSA, FEA which administers the Employment Training Network. Comments may be directed to Diane Coad, Editor, Employment Training Network, c/o EDD/WID, P.O. Box 826880, MIC 69, Sacramento, CA 94280-0001; Email - [dcoad@edd.ca.gov](mailto:dcoad@edd.ca.gov); Internet site: [www.trainingnetwork.org](http://www.trainingnetwork.org)

The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Workforce Investment Act (WIA) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety of areas. Local Workforce Investment Area (LWIA) staff may benefit from the following services:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

The Employment Training Network technical assistance services are available upon request to LWIA staff members or contractors operating LWIA programs. ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **WIA funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

**EDD is an equal opportunity employer/program.**